

EXHIBIT 15

From: Clint Walton
Sent: Wednesday, December 31, 2014 3:05 PM CST
To: Todd Mounts
Subject: Re: Conn's Inquiries

No problem. Thanks for the reminder. I hope this helps John.

The Repair Service Agreement is a product or service that was purchased (unlike insurance), and is NOT rebated/refunded for any unearned/unused time period at the time of charge off. All applicable taxes are collected upon the origination/purchase of the Repair Service Agreement.

At the time of charge off, the Repair Service Agreement is canceled and Assurant/FWSC is alerted of the charge off/cancellation.

In the event of a customer requesting cancellation prior to charge off, a proration of time elapsed is applied in order to calculate the refund due to the account and/or customer. There's more details found here <http://www.conns.com/rsa-tc>, that may be helpful.

Let me know if any other questions arise.

thank you,

Clint Walton
Sr. Mgr – Compliance Credit & Collection
CCCO, Credit & Collection Compliance Officer ACA
Conn's
2201 Timberloch Place| The Woodlands, TX | 77380
936-242-4828

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From: "Todd Mounts" <tmounts@traxcapital.com>
To: "Clint Walton" <clint.walton@conns.com>
Sent: Wednesday, December 31, 2014 2:42:13 PM

Subject: RE: Conn's Inquiries

Clint, sorry to bother you again on this, but I need to get back to John. I want to make sure that I understand your response 2 cancellation examples below in addition to your clarification of the process/procedure overall.

The following statements are based on our discussion and or my understanding of the information that we discussed.

1. All repair service agreement(s) financed under the retail installment contracts have been (or should have been) cancelled with Federal Warranty Service Corporation (aka: Assurant)?
2. The effective date of any repair service agreement (or service agreements) cancellation is that date that the account is/was charged off?
3. The pro-rated refunds of the remaining repair service agreements and applicable state taxes have already been processed and received on your end?
4. The pro-rated refunds are not refunded/credit against the consumers account balance and thus does not show up in their payment history or account history (aka: report 94)?

To the best of your knowledge, can you please confirm if the 4 statements above are an accurate representation or understanding of the general process/procedures.

Thanks again,
Todd

Todd Mounts | EVP of Business Development

Trax Capital Management
200 S. Orange Ave 28th Floor
Orlando, FL 32801
Phone: 407-377-0565 Ext 718
Mobile: 407-808-3323



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From: Clint Walton [mailto:clint.walton@conns.com]

Sent: Monday, December 29, 2014 4:28 PM

To: Todd Mounts

Subject: Re: Conn's Inquiries

Todd - not sure if you're in today, but I'm free at 4:45 to 5:30pm.
Otherwise, I'll be available tomorrow at 10am ct. Just let me know...

Warranties cancel upon the account being charged-off. We/Conn's, may need to update each account and alert Assurant to the status. However, I do not find any previous request by either customer to cancel the warranty.

thank you,

Clint Walton
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From: "Todd Mounts" <tmounts@traxcapital.com>
To: "Clint Walton" <clint.walton@conns.com>
Sent: Tuesday, December 23, 2014 1:55:27 PM
Subject: FW: Conn's Inquiries

Clint, have you had time to review the attached? Also, what time works for you today to continue with our discussions.

Thanks,
Todd

Todd Mounts | EVP of Business Development
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From: Todd Mounts
Sent: Friday, December 19, 2014 5:47 PM
To: 'Clint Walton'
Subject: RE: Conn's Inquiries

Clint, I meant to send this to you ahead of our conversation, but wanted their to be more of a focus on moving forward on the commonality of our positions inclusive of strengths and weaknesses versus distract you with anything else.

I reviewed your responses to both requests for [REDACTED] [REDACTED] ACCOUNT #1 [REDACTED] and Conn's Account # 7 [REDACTED] [REDACTED].

On [REDACTED], I attached all of the account documents that you provided included the transaction history via excel supplied by Garnet, 3 different contracts, an invoice and the report 94 that you provided for us and I cannot find any corresponding pro-rated refund/credit for the Repair Service Agreement or Product Replacement Agreement. I attached all the supporting documentation in our possession. We also tried to contract FWSC/Assurant on before of the consumer to retroactively cancel that agreement back to the date of the charge-off with the understanding that we would discharge the rest. Assurant confirmed that the agreement had not expired, but requested that we cancel the agreement through you all as the administrator. They did indicate that there was vendor link that would require your (Conn's) credentials to file on our own similar to the insurance link/instructions your insurance department provided us so that we could process a claim. I provided a brief summary of the expected prorated credit/refund due to the customer based on an incrementally earned/exhausted premium amount.

	Original Contract 1	Contract 2	Contract 3	WTY Expiration	
Date of Contract	12/16/2011	12/20/2011	12/20/2011	1/20/2015	
Acct# [REDACTED]					
[REDACTED]					
				Est. Refund	
40" 1080P LCD TV	\$349.99	\$349.99	\$349.99		
37 Month Repair Agr.	\$99.99	\$99.99	\$99.99	\$ 64.86	WTY
Total	\$449.98	\$449.98	\$449.98		
Sales Tax	\$36.54	\$36.54	\$36.54	8%	
Subtotal	\$486.52	\$486.52	\$486.52	\$ 5.27	Tax
Property Insurance	\$42.18	\$0.00	\$0.00	\$ 70.13	Total
Amount Financed	\$528.70	\$486.52	\$486.52		
Finance Charges	\$128.66	\$117.80	\$117.80		
Total of Payments	\$657.36	\$604.32	\$604.32		
Payments	24	24	24		
Amount of Payments	\$27.39	\$25.18	\$25.18		
3-Months Interest Fees					
Payment 12/18/2011	-\$160.00	-\$160.00	-\$160.00		
Payment 2/23/2012	-\$326.52	-\$326.52	-\$326.52		
Totals	-\$486.52	-\$486.52	-\$486.52		
Balance as of 2/23/2012 \$0	\$0.00	\$0.00	\$0.00		
Refund/Balance 3/22/2012	\$50.00	\$50.00	\$50.00		
Account Number	Transaction Desc (Unified Garnet)	Transaction Date	Transaction Amount	Balance	
[REDACTED]	New Contract	12/16/2011	\$657.36	\$657.36	
[REDACTED]	PAYMENT (REGULAR)	12/28/2011	(\$160.00)	\$497.36	
[REDACTED]	Cancellation Insurance	1/12/2012	(\$52.30)	\$445.06	
[REDACTED]	Replacement Contract	1/12/2012	-	-	
[REDACTED]	Regular Payment	2/23/2012	(\$326.52)	\$118.54	
[REDACTED]	Bank Rebate	3/22/2012	(\$118.54)	\$0.00	
[REDACTED]	Pmt Adjustment	3/22/2012	\$276.52		
[REDACTED]	Refund Chk	3/22/2012	\$50.00		
[REDACTED]	Late Charge Assesment	7/7/2013	\$1.26		
[REDACTED]	Late Charge Assesment	8/6/2013	\$1.26		
[REDACTED]	Late Charge Assesment	9/6/2013	\$1.26		
[REDACTED]	Late Charge Assesment	10/7/2013	\$1.26		
[REDACTED]	Late Charge Assesment	11/6/2013	\$1.26		
[REDACTED]	Late Charge Assesment	12/7/2013	\$1.26		

I was simply guessing, but welcome your thoughts as the debtor claims that she requested both a refund of the insurance and warranty premium when she submitted her cancellation in writing and only looks like 1 of the 2 was honored. Let me know when you can, but we would gladly accept the estimated \$70+/- (includes sales tax refund) versus have an prospective issues later.

Also, on [REDACTED], it appears no pro-rated refund was issued from FWSC/Conn's and a retroactive credit back to the date of charge-off would be an estimated \$109.10 (includes 8.25% tax). I didn't have enough time to put together the chart on this one, so let me know how I can facilitate these type of requests without bothering you and if my methodology is in alignment with the way you all account for this as well.

PS: I look forward to continuing our discussion in the near term as I felt that you and I will move the needle if we continue to work together to achieve a common resolution.

Thanks
Todd

Todd Mounts | EVP of Business Development

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From: Clint Walton [<mailto:clint.walton@conns.com>]
Sent: Thursday, September 25, 2014 2:07 PM
To: John Morrissey
Cc: Dox; Bill Canty; Todd Mounts; Ken; Regina Harmon; Cheryle Simmons
Subject: Re: Conn's Inquiries

John,

Please see the status for each account:

DISPUTE: [REDACTED] ACCOUNT #1 [REDACTED]

Mrs. [REDACTED] signed a 24-month retail installment contract on 12/16/2011. This contract included a 3-month no interest financing promotion. The invoice balance due was \$486.52.

Mrs. [REDACTED] made one payment of \$160.00 on 12/18/2011 and another payment of \$326.52 on 02/23/2012 which totaled \$486.52 and brought the account to a zero balance and the account closed; however, on 03/13/2012 Mrs. [REDACTED] called and stated she over paid the account by \$50.00 and requested a refund for the \$50.00. She was informed at that time that the account had not been over paid and the \$50.00 refund would cause the account to re-open.

Mrs. [REDACTED] stated she wanted the \$50.00 refund anyway. The refund was processed and the account was reopened as of 03/22/2012 with a next due date of 6/27/2013. No additional payments have been received on the account and it was charged off and sold to TRAX on 05/05/2014.

Conn's Account # 7 [REDACTED] [REDACTED]

The Service dept checked the units and there were no issues. The customer sent in the units stating no power but Service found it powered on fine. Also, the customer purchased the unit on 4/21/13, and brought into Service 10 days later. We would have not told her we refused to return it or credit it, but under the circumstances we may have told her we could not exchange it but since it was working and still within the 14 days then she could pay the restocking fee and return it to the store. The units went back to the store and sat there for almost 4 months until store sent them back to Service and we sent them 30 day letters in September 2013 and no response so they were scrapped.

thank you,

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From: "Clint Walton" <clint.walton@conns.com>
To: "John Morrissey" <john.morrissey@jnrcollects.com>
Cc: "Dox" <dox@jnrcollects.com>, "Bill Canty" <bill.canty@jnrcollects.com>, tmounts@traxcapital.com, "Ken" <ken@mcgurn.com>, "Regina Harmon" <regina.harmon@conns.com>, "Cheryle Simmons"

<cheryle.simmons@conns.com>

Sent: Thursday, September 25, 2014 10:46:38 AM

Subject: Re: Conn's Inquiries

John - we will reply by end of day today.

thank you,

Clint Walton
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CCCO, Credit & Collection Compliance Officer ACA
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From: "John Morrisey" <john.morrisey@jnrcollects.com>

To: "Clint Walton" <clint.walton@conns.com>, "Regina Harmon" <regina.harmon@conns.com>

Cc: "Dox" <dox@jnrcollects.com>, "Bill Canty" <bill.canty@jnrcollects.com>, tmounts@traxcapital.com, "Ken" <ken@mcgurn.com>

Sent: Thursday, September 25, 2014 8:26:36 AM

Subject: FW: Conn's Inquiries

Awaiting an answer on these. Thanks.

Thanks

John Morrisey

National Sales Manager

JNR Adjustment Company, Inc.

866-812-2345 Ext. 1612

407-619-6223 (cell)

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From: John Morrisey [<mailto:john.morrissey@jnrcollects.com>]
Sent: Monday, July 28, 2014 7:23 PM
To: 'Clint Walton'; 'Desiree Pete'; 'Regina Harmon'
Cc: 'Dox'; 'Todd Mounts'; 'Ken'
Subject: Conn's Inquiries

Conn's Account # 1 [REDACTED]
Please see the above attachment with this account. I need a payment breakdown to address this account under the FDCPA. Thanks.

Conn's Account # 7 [REDACTED]
I need to respond to the consumer under the FDCPA. She claims returned all items as defective and had to pay a restocking fee of \$120. Please respond so I may respond back to her under the FDCPA regulations. Thanks.

John Morrisey
JNR Adjustment Company, Inc.
PO Box 782107
Orlando, FL 32878

Physical: 12661 Challenger Parkway Ste: 200B
Orlando, FL 32826

Phone: 407-207-2345 X.1612
Toll: 866-812-2345 X. 1612
Fax: 407-207-5633

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